Allen

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EMPLOYMENT HISTORY

Dataprise, Junior Cloud Support Engineer (Aug 2024 - Present)

- Delivered expert technical support for complex cloud services, resolving an average of 10+ high-priority customer issues per week in a timely and effective manner.
- Configured and managed cloud monitoring alerts using Datadog to proactively identify and address system anomalies, preventing potential outages.
- Conducted in-depth root cause analysis for all service interruptions, creating detailed incident reports and implementing corrective actions that reduced recurring issues.
- Diagnosed and resolved critical issues impacting application availability and performance on AWS, including EC2 instance failures, S3 bucket policies, and VPC networking errors, reducing mean time to resolution by 20%.

Salesforce, IT Support Specialist (Nov 2023 - Aug 2024)

- Provided Tier 2/3 support for 1,000+ users in a SaaS environment, enhancing user experience and system reliability.
- Managed user provisioning, role hierarchy, and permission sets to enforce least-privilege security model in alignment with company policy.
- Administer and maintain a multi-org Salesforce environment serving 200+ users across Sales, Marketing, and Support teams.
- Collaborate with the development team to test and deploy Salesforce releases with zero downtime.

Bluesight, Help Desk Technician (Feb 2022 - Sept 2023)

- Managed Active Directory accounts, password resets, and VPN configurations for remote workforce.
- Contributed to IT asset management tracking system, improving inventory accuracy by 35%.
- Delivered front-line technical support for 150+ employees in a hybrid work environment.

EDUCATION

University of Maryland Baltimore County (2021)

Bachelor of Science, Information Technology

SKILLS

AWS	Terraform	IAM
Jira	Datadog	Windows
CI/CD	Postman	Linux
Okta	GitHub Actions	Python
Docker	Kubernetes	Documentation